

CALNET II RFP DGS-2053 Question and Answer Set #11
January 25, 2005

1. Section 3 Exhibit P: What does ASE refer to?

Answer: ASE is the manufacturers designation (Visual Networks) of CPE equipment similar to a fully managed CSU/DSU.

2. 5.24. What is the State's expectation with respect to detail in the transition plans (startup and termination) in our conceptual proposal?

Answer: For the purposes of the Conceptual Proposal, the State expects the bidder's transition plan to describe high-level concepts that will facilitate further dialogue during the Confidential Discussion. Due to the release of pertinent data regarding the existing environment after the receipt of Letters of Intent to Bid, we understand that the granularity of detail for the Conceptual Proposal will be less than what is expected for the Draft and Final Proposals.

3. Section 6.3.8. What is the definition of a customer?

Answer: For the purpose of this solicitation, a customer is a State, Local or miscellaneous governmental entity that procures services from the CALNET II Contract.

4. Section 6.3.8. a. Clarify percent distribution to pre-defined locations. b. What are the locations?

Answer: a. This feature allows the customer to balance the incoming calls across multiple business centers. (Up to 99 answering locations). The percentage of call distribution is defined by the customer's criterion, which includes the following options:

- **Time slots for Time of Day Routing**
- **Day types for Day of Week Routing**
- **Customer locations that provide extended or tailored call coverage.**

b. Statewide. Detail information will be made available during the confidential discussions.

5. Section 6.3.8. Define "near real-time"?

Answer: The near real time transaction updates depend on the customer's business application. Business agent availability is an example of call processing updates that need to be in near real time. The definition provided in Newton's Telecommunication Dictionary applies to this RFP. That is, "Not quite in real-time, but nearly so. Real-time involves the immediate processing of information as the transaction occurs. Near real-time is not immediate, but nearly so."

6. Section 6.3.8. Clarify dialout routing?

Answer: Allows the customer's business agents to re-direct incoming call to another answering point.

7. Section 6.3.8. Given that Advanced DB Routing involves updates to some DB, what is the nature of the DB and how is it used to affect routing? b. What is doing the updates?

Answer: a. The peripheral database application requirements are defined jointly by the contractor and customer during the process identified in Section 6.13.3. b. This depends on the level of customization related to the ECR. The customer, the network components, or vendor call management systems may make updates to the database.

8. Section 6.3.7, 6.3.9, 6.3.10: a. Does "real-time" ANI plus DNIS add any additional functionality beyond ANI, DNIS? b. What is intended by "alternate routing"?

Answer: a. It depends on the business application. Customized call centers may utilize the ANI or DNIS for database lookup and simultaneous (near real time) delivery of information, related to the calling party, to the business agents desktop at the same time the incoming call is presented to the business agent. b. Redirecting a call over alternate facilities when the first choice route for that call is unavailable. A mechanism that supports the use of a new path after an attempt to set up a connection along a previously selected path fails.

9. Section 6.6.4: Please clarify "Privacy Release".

Answer: "Privacy Release" as it is used in table 6.6.4.a clears the end user initiated feature that prevents intrusion by a member of the work group that shares a common line. The "Privacy" feature allows activation of this intrusion prevention condition, by the end user. This feature was inadvertently removed from the table. The "Privacy" feature will be added to the table in a future addendum.

10. 6.12. Please confirm for CALNET 2 that all charges for a customer or Bill Payer may appear on 1, 2, 3 or multiple invoices as long as all invoices are similar in form and content and conform to the CALNET 2 invoicing requirements.

Answer: Yes, as long as all invoices are similar in form and content. Although, if multiple bills occur, there must be a link to tie the components together (ie. Service Request #, port, circuit).

11. 6.12.1.3 Page 149, RFP bullet #13. Invoice shall include the Contract Number. Should the contract number appear on the invoice face page (Bill at a Glance), last page, every page?

Answer: The Contract Number should be provided, at a minimum, on the face page.

12. 6.12.4.2: The Contractor shall respond to DGS/TD requests for invoice audits at the Contractor's expense and DGS criteria within 90 days of receipt of request. Issue/action logs and statistics need to be provided to DGS/TD as well as each

agency that the audit is being performed on. Is this asking us to perform audits or provide data for the State to perform their audit?

Answer: The Contractor's responsibility will be to validate invoice content upon request by DGS/TD at the Contractor's expense. Audits requested by DGS/TD will be in accordance with the terms and conditions of the Contract. This language will be modified in a future addendum.

13. 6.16.2.3 Page 213, RFP bullet #25. [The DGS/TD Detail of Services Billed By Agency Report shall provide...] Customer bill group and shall include subtotals by designated customer bill groups and sub-groups detailed by billing number. Please clarify "Customer bill group" and "subtotals by designated customer bill groups and sub-groups"

Answer: This language will be clarified with revised language in a future addendum.

14. The RFP appears to have conflicting guidelines regarding when signatures are required. In reading the information from Section 8 (8.2.4) which states that each submission phase requires the signature of a person authorized to bind the company (RFP p. 8-3). Yet Section 2 gives general guidelines about proposal phases and seems to show that the signature is not required until submission of the final proposal (2.3.2 and 2.3.3--pp. 2-14 through 2-17). Would you clarify this requirement?

Answer: Section 2.3.3.2 is referring to the Standard Agreement (STD. 213). It is not necessary to sign the STD. 213 until you submit your Final Proposal. The STD. 213 and contract are not required for the Conceptual and Detailed Technical Proposals, but are required for the Draft and Final Proposals. Section 8.2.4 is referring specifically to the Cover Letter. We request that you please submit a Cover Letter including the authorized signature of a company representative with each proposal submittal as required in Section 8.